

**Title:**

Mr

**Forename:**

David

**Surname:**

Bromilow

**Representing:**

Self

**What additional details do you want to keep confidential?:**

No

**If you want part of your response kept confidential, which parts?:****Ofcom may publish a response summary:**

Yes

**I confirm that I have read the declaration:**

Yes

**Additional comments:**

Talking EPG's are a concept that I have always wanted but until late 2013 I was not aware of.

There are a couple of products already out there but not really in mainstream stores. I'm aware of the RNIB's talking Freeview+ box but no others.

Sky, offer FOR AN EXTRA £60, have a talking device that you plug into your current Sky TV set-top box. As a user, I find this quite infuriating that I have to pay an over the top price compared to a non-visually challenged person.

As a Virgin Media customer, I have been using the TV Anywhere app to view my TiVo's EPG for nearly a year. This service is great on iOS, using both Zoom or VoiceOver.

Although these are great services - even if there is a charge - although, TV set-top boxes or Digital TV's themselves should have on board speech.... At no extra cost! If I'm going to pay tfor a TV/TV service, I want to be able to use it in the exact same way as the next person without forking out for extras.

**Question 1:Do respondents agree with Ofcom?s initial assessment that apps for mobile devices have the potential to be useful for those people with visual impairments who feel confident using touch-screen technology and can afford a suitable mobile device? If not, why not? :**

Given the fact I currently use Virgin's TV Anywhere app.... Yes

**Question 2:Do respondents agree with Ofcom?s initial assessment that apps for mobile devices are less likely to meet the needs of the majority of visually-impaired people who are 65 or older, both because they are less likely either to own a suitable mobile phone and because touch-screen apps present a number of actual and perceived barriers to use. If not, why not?:**

I agree.

**Question 3:Do respondents consider that it would be reasonable for visually-impaired viewers to pay more than sighted viewers for the ability to use EPGs or substitutes for the same purposes as sighted viewers? If so why? :**

No. Technology is easy to adapt for whatever the disability and charging over the odds for a services that is simple to implement is absurd.

**Question 4:Do respondents agree with Ofcom?s initial assessment that the speaking EPGs integrated into TVs and set top boxes may be easier for people with visual impairments to use than touch-screen apps? If not, why not? :**

I agree.

**Question 5:Do pay TV service providers such as Sky, Virgin, Talk Talk and BT TV see additional obstacles that would prevent them from committing to including text to speech capabilities in the next planned upgrades to the receivers they offer to subscribers? If so, what are these obstacles? Absent regulation, would these obstacles make it impossible on commercial grounds to commit to the necessary investment?:**

I believe that it is all about making money for certain TV providers over making their services accessible for all. Regulation and adequate testing from both visually impaired and blind individuals.

**Question 6:If the cost of providing speech-enabled receivers to all those who subscribe to particular pay TV services would entail a substantial delay to the roll-out of such receivers to all subscribers, would it be feasible, quicker and more cost-effective to offer suitable equipment first to viewers with visual impairments?:**

Of course it would.

**Question 7:Do respondents consider that it would be reasonable to expect visually-impaired viewers to pay extra for equipment that allows them to use EPGs or substitutes for the same purposes as sighted viewers? If so, why? :**

I'm probably paying over the odds for the TV service, I don't want to pay more for equipment that allows me to use the service.

**Question 8:Do licensors such as Freesat and Freeview see obstacles to using their leverage to require manufacturers to incorporate speaking EPGs in future versions of products authorised to use their brands, such as Freetime and Freeview Connect?:**

They shouldn't see obstacles.... It is something that can be added and something that can be regulated.

**Question 9:What are the main types of cost that pay TV service providers would face in incorporating speaking EPG features into the next generation of their set top boxes?:**

A license for text to speech software,  
programing the software into the current firmware

Overall (per box) £10

**Question 10:What is the scope for connected platforms to avoid the need for specific TTS provision within consumer equipment by using cloud-based resources (e.g. speech files on a central server delivered to the device as required)?:**

Despite living in a "connected" age, a lot of viewers still do not connect their set-top box to the internet. Using cloud based files would not be a good idea at present. Firmware updates would cover a change and including TTS functionality.